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Business Communications Manager

IP Phone 2007 User Guide

Standard 1.00

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About the IP Phone 2007

The Nortel IP Phone 2007 brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection. The IP Phone 2007 supports call processing features, and can work with an External Application Server to display web-based and interactive applications on the large, color LCD touch screen.

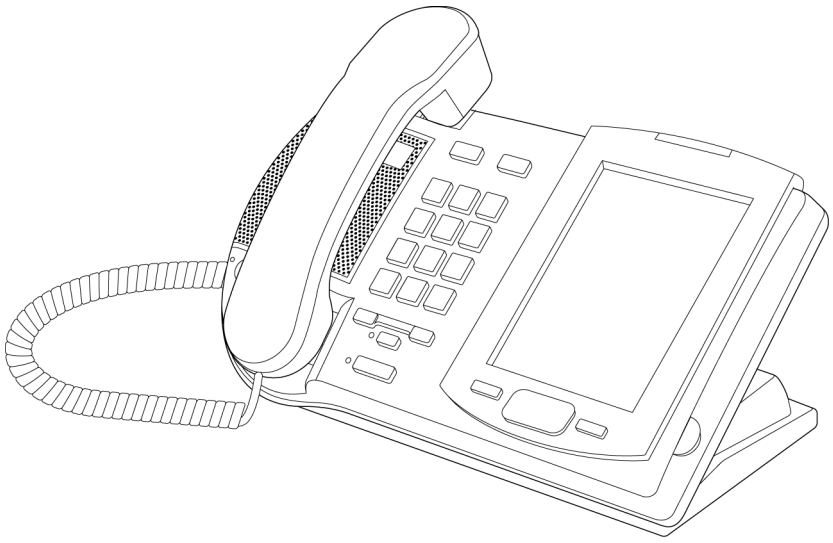
Introduction

This guide contains information about:

- telephone buttons, soft keys, and lights
- telephone display
- telephone setup
- how to make and answer calls
- how to program the programmable line (DN)/ feature soft keys
- how to offset the time on your telephone display

Figure 1 shows the IP Phone 2007.

Figure 1 IP Phone 2007



IP Phone 2007 buttons, display, and lights

Figure 2 shows the IP Phone 2007 buttons, display, and lights. Table 1 gives a description of the buttons, display, and lights identified in the figure.

Figure 2 IP Phone 2007

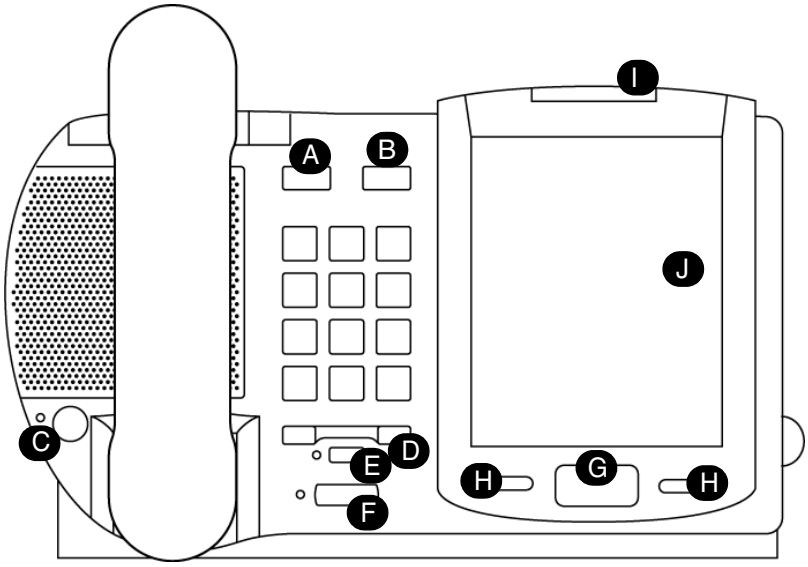


Table 1 IP Phone 2007 button, display, and light descriptions

A		**Hold button** Places an active call on hold.
B		**Goodbye button** Ends an active call.
C		**Handsfree button with LED** Turns the Handsfree mode on.
D		**Volume control bar** Adjusts the handset, Handsfree, headset, and ringer volume.
E		**Mute button with LED** Turns the microphone off and on when you are on a call.
F		**Headset button with LED** Turns the headset mode on.
G		**Navigation key** Allows you to scroll through lines of text and menu items, such as those listed in Services or the Call Log.

H

Soft key buttons (either side of Navigation key)

Labels on the bottom of the LCD display give the meaning associated with these keys.

I

Message Waiting Indicator

Flashes when a call rings at the telephone.

Lights up when `Message for you` appears on the display.

J

Color LCD

The color LCD contains the various soft keys and information areas. Tap the soft key with the stylus to activate the feature displayed.

IP Phone 2007 LCD

The five areas to the display are:

- Programmable line (DN)/ feature soft key area
- Information area
- Soft key area
- Feature key area
- Tools and Navigation Area

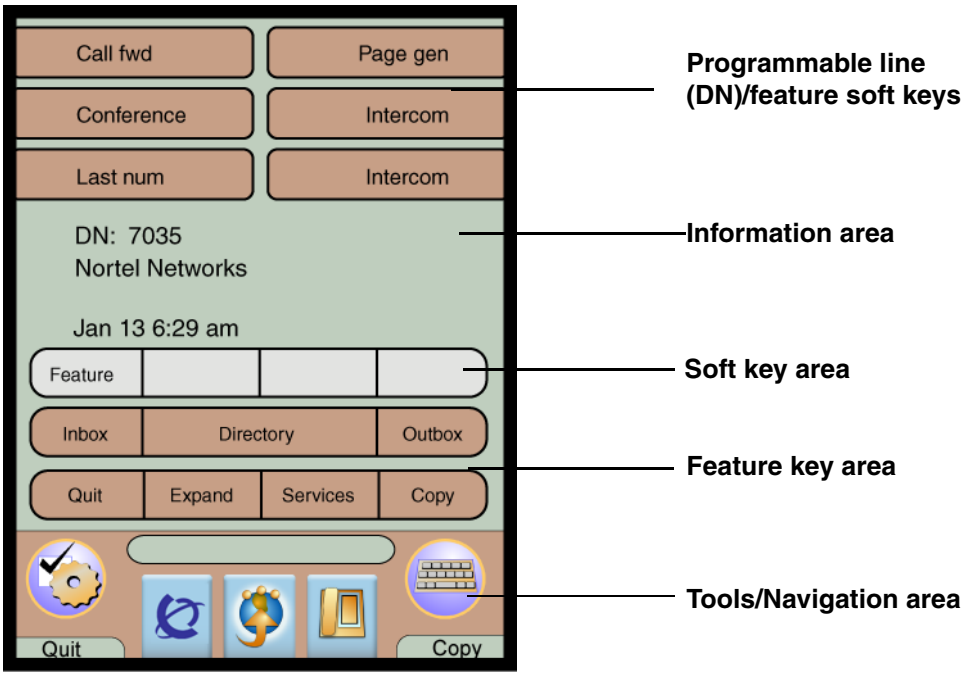
You perform point-and-click operations on the IP Phone 2007 using the touch panel. The touch panel is used with the graphical user interface (GUI) to present keys directly on the display. You can activate all Line/DN keys, feature keys, and soft keys by using the touch panel.

You calibrate the touch panel through the Tools menu, which enables you to fine-tune the touch panel. You are prompted to use the stylus to tap three targets.

You can operate the touch panel using a stylus or your finger. However, use of only a stylus is recommended to avoid damage to the touch panel and to ensure accuracy.

Figure 3 shows an example of the display and describes each area.

Figure 3 Display area



Note: Your display can differ slightly from the above picture.

Programmable line (DN)/ feature soft key area

The programmable line (DN)/feature soft key area shows the label and status of the six programmable soft keys. For more information about these soft keys, refer to "Program soft keys" on page 15.

Information area

The Information area shows:

- the extension number of the telephone
- a line for general information (for example: caller ID, company name)
- the date and time when the telephone is not in use, and changes to show features and call information when the telephone is in use

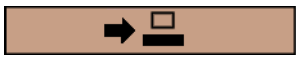
Soft key area

The soft key area shows the Feature soft key and three additional display soft keys. These labels vary depending on the feature in use. These soft keys cannot be reprogrammed.

Feature keys area

The Feature keys area contains access to the fixed features of the phone. Table 2 describes the keys and what they do:

Table 2 Feature keys

Key label	Key Icon	Description
Inbox		Open your voice mailbox. For more information, see your System Administrator.
Directory*		Access phone directory.
Outbox		Send voice mail messages to people in your directory.
Quit*		Exit from various menus or the External Application Server.
Expand		Expand to PC to access text-based external services.
Services*		Access to scrollable feature display menu, including the hot desking feature.
Copy		Programmable key (Default: empty).

Note: Soft keys display text labels by default. Use **`Tools > Preferences > Button Customizing Tool`** to change the labels to icons. Items marked with * are reprogrammable on BCM. See "Program soft keys" on page 15 for instructions on reprogramming the marked soft keys. See the "Button Customizing Tool" on page 16 to insert custom text or to use the icons.

Tools and Navigation area

The Tools and Navigation area provides controls for navigating between features and selecting tools. It is visible and functional at all times. Table 3 shows the icons and describes what they represent.

Table 3 Tools and Navigation area (Sheet 1 of 2)

Tool icon	Description
	Tap this icon to access graphics-based external services.
	Tap this icon to access the Telephone screen.

Table 3 Tools and Navigation area (Sheet 2 of 2)

Tool icon	Description
	This soft key is used to access the first registered external application. The icon displayed on the key is that of the application. The Nortel globemark is an example of an icon.
	Tap this icon to access the Tools menu, which includes: • Network Configuration • Local Diagnostics • Touch Panel Setup • Contrast and Brightness • USB Devices • TFTP Upgrade • Preferences
	Tap this icon to display a virtual keyboard (pop-up keyboard) for text entry. Use the stylus or USB keyboard to enter text in some of the applications.

The bottom corners of the Tools/Navigation area contain the labels that are associated with the buttons on the right and left side of the Navigation key.

About your programmable soft keys

Your System Administrator assigns the programmable soft keys as line, intercom, or memory soft keys. For more information, see your System Administrator.

Touch panel

You can perform point-and-click operations on your IP Phone 2007 using the touch panel. The touch panel is used with the graphical user interface (GUI) to present keys directly on the display. You can activate all Line/DN keys, feature keys, and soft keys by using the touch panel.

Calibrate the touch panel

You can calibrate the touch panel through the Tools menu, which enables you to fine-tune the touch panel. You are prompted to use the stylus to tap three targets.

Stylus

You can operate the touch panel using a stylus or your finger. However, using only a stylus is recommended to avoid damage to the touch panel and to ensure accuracy.

Cleaning the Telephone

Hold down the Goodbye key and gently wipe the telephone screen with a soft, dry cloth.

Caution:
Do not use any liquids or powders on the telephone.
Using anything other than a soft, dry cloth can contaminate telephone components and cause premature failure.

Configure IP Phone Local Options

Your IP Phone 2007 has both local and server-based options. The local options cover the following entries in the Tools menu:

- Network Configuration — to enter telephone configuration information using the dialpad. Use the touch panel to select fields, then use the pop-up keyboard, USB keyboard, or dialpad to enter data. This menu is for administrator use only.
- Local Diagnostics — to improve the troubleshooting process for Network Diagnostics (Ping, Tracert), Ethernet Statistics IP Network Statistics and DHCP Information. This menu is for administrator use only.
- Touch Panel Setup — to calibrate the touch screen. You are prompted to use the stylus to tap three targets.
- Contrast & Brightness — to adjust contrast or brightness up or down, and to increase or decrease the Sleep Time of the screen from the default one hour. Nortel recommends that the Sleep function be used to extend the life of the backlight.
- USB Devices — to view which USB devices are connected.
- TFTP Upgrade — to allow the administrator to update the firmware for the telephone. This menu is for administrator use only.
- Preferences — to access the Button Customization tool to change the feature key labels to display icons or custom text.

Enter and edit text

You can enter and edit text on your IP Phone 2007 using the following methods:

- telephone dialpad
- soft keys
- pop-up keyboard
- USB keyboard (optional)

The use of any of these methods for text entry depends on the application. Table 4 shows the applications and input devices that can be used for text entry:

Table 4 Application Text Entry

For:	Use:
Call Server related applications (for example, changing feature key labels, adding personal directory entries or for dialing)	Dialpad Pop-up or USB keyboard for numeric entries only
Graphical applications	Pop-up or USB keyboard
Tools menu	Pop-up or USB keyboard Dialpad for numeric entries

Enter text using the telephone dialpad

You use the dialpad to enter text when you use features such as programming an AutoDial soft key.

For example, to enter the letter A, press the number **2** key once. To enter the letter C, press the number **2** key three times.

Note: No letters are associated with the number **1** or the number **0** key.

When entering IP addresses with the dialpad, the address is entered as xxx*xxx*xxx*xxx, and the telephone translates this to xxx.xxx.xxx.xxx.

Edit text using the soft keys

You use soft keys to access text when you work with such applications as Personal Directory, Redial List, and Callers List.

Table 5 describes the soft key editing functions on the IP Phone 2007.

Table 5 Editing soft key description

Soft key	Description
Cancel	Stop the current action.
Choose	Select a symbol.
Clear	Clear the input field.
Case	Switch the next character to either uppercase or lowercase.
Delete	Backspace one character.
Done/Select/Enter	Depends on application.
More…	Access additional soft keys.

Enter text using the pop-up keyboard

A full uppercase and lowercase keyboard and a number pad are available to enter text. The user can “type” on the keyboard with the stylus. The pop-up keyboard can be used to enter text in the tools and graphical applications.

For number entry in telephone applications (for example, when dialing), the keyboard can be used to enter digits (0–9), as well as star (*) and pound (#). Other characters are ignored.

Enter text using the USB keyboard

The USB keyboard, when connected, can be used to enter text in the tools and graphical applications.

For number entry in telephone applications (for example, when dialing), the keyboard may be used to enter digits (0–9), as well as * and #. Other characters are ignored.

When on a call, the function keys (f1, f2, f3, f4, f5, f6, f7, and f8) can be used to control the telephone. Table 6 shows the function keys and their associated action during telephone calls.

Table 6 USB keyboard function keys during telephone calls

Function key	Action
f1	Go to Handsfree mode
f2	Go to Headset mode
f3	Place the current call on Hold
f4	Mute the current call
f5	Volume Up
f6	Volume Down
f7	Copy
f8	Quit

Telephone setup

This section describes the IP Phone 2007 display features:

- Display contrast
- Language choice
- Ring type

Note: For more information about the features available to your telephone and how to use them, refer to the *Business Communications Manager Telephone Feature Card.*

Display contrast level

Adjust the contrast for the telephone display.

1. Tap Feature.
2. Enter *7 using the telephone dialpad.
3. Tap DOWN and UP to view the levels.
4. Tap OK to select a level.

Language choice

Select the Primary Language for the telephone display.

1. Tap Feature.
2. Enter *501 using the telephone dialpad.
3. Select the Alternate Language for the telephone display.

To select the second alternate language:

1. Tap Feature.
2. Enter *502 using the telephone dialpad.
3. Select the Alternate Language 2 for the telephone display.

To select the third alternate language:

1. Tap Feature.
2. Enter *503 using the telephone dialpad.
3. Select the Alternate Language 3 for the telephone display.

To select the fourth alternate language:

1. Tap Feature.
2. Enter *504 using the telephone dialpad.
3. Select the Alternate Language 4 for the telephone display.

Ring type

Select a different ring type for your telephone.

1. Tap Feature.
2. Enter *6 using the telephone dialpad.
3. Press 1, 2, 3, 4 (on the telephone dialpad), or NEXT to hear the different ring types.
4. Tap OK to store the ring type.

Features and soft keys

This section describes some of the IP Phone 2007 soft keys and call features:

- Basic call features
- Navigation key
- Programmable line (DN)/feature soft keys

Note: For more information about the features available to your telephone and how to use them, refer to the *Business Communications Manager Telephone Feature Card.*

Basic call features

You can place external and internal calls using the following features:

- make a call
- answer a call
- hold a call
- Handsfree
- headset
- Mute
- Time Offset

Make a call

There are many ways to place a call depending on your telephone programming and the type of call.

External calls using line soft keys

1. Lift the handset.
2. Tap a line soft key.
3. Dial the external telephone number.

External calls using intercom soft keys

1. Lift the handset.
2. Tap an intercom soft key, and enter a line pool access code.
3. When you hear an external dial tone, dial the external telephone number.

Note: Contact your System Administrator for a list of line pool codes. When entering a line pool access code on PRI lines, you do not hear dial tone.

Internal calls using intercom soft keys

1. Lift the handset.
2. Tap an intercom soft key.
3. Dial the extension number.

Note: Contact your System Administrator for a list of extension numbers.

Answer calls

When your telephone rings and the light flashes, or an intercom or line soft key indicator flashes:

- lift the handset.

OR

- tap the line or intercom soft key with the flashing indictor before you lift the handset.

Hold

- Calls are put on hold automatically when you switch from one line to another.
- While on a call, press . The indicator for the line on hold flashes.
- To retrieve a held call, tap the line soft key with the flashing indicator.

Handsfree

Your System Administrator must program the Handsfree feature to your telephone.

- Press to make or answer a call.
- To switch to Handsfree when you are on a handset call, press and replace the handset. Lift the handset to switch back.
- To switch to Handsfree when you are on a headset call, press . Press to switch back.

Headset

You must have a headset installed on your telephone to use this feature.

- Press to activate the headset mode. When the light is on, press a line or intercom soft key to make a call.
- To switch to your headset when you are on a handset call, press and replace the handset. Lift the handset to switch back.
- To switch to your headset when you are on a Handsfree call, press . Press to switch back.

Mute

- While on a call, press to turn the microphone off. The button lights when the microphone is off.
- Press again to turn the microphone on.
- Use on handset, Handsfree, or headset calls.

Time offset

When your IP Phone 2007 is located in a different time zone from your system, the display shows the system time, not the local time. The Time Offset feature allows you to adjust the time that appears on the display.

Before you begin, calculate the time difference, in hours, between the server time and local time. To change the time that appears on your telephone display to local time:

1. Tap Feature.
2. Enter *510 using the telephone dialpad.
3. Tap CHANGE.
4. Press * on the telephone dialpad to switch between adding or subtracting time.
5. Using the dialpad, enter the number of hours between local time and system time.

   Note: Press # to enter half hour increments.
6. Tap OK.

   Note: The change can take up to one minute to appear on the display.

Navigation key

The navigation key on the IP Phone 2007 provides all the scrolling motions (horizontal and vertical) required to navigate the menus.

Programmable line (DN)/feature soft keys

This section contains information about the IP Phone 2007 Programmable line (DN)/feature soft keys and how to use them. These soft keys are not assigned as line or intercom soft keys. Programmable line (DN)/feature soft keys store internal and external numbers or features to give you one-touch dialing or feature activation. Refer to "IP Phone 2007 buttons, display, and lights" on page 4.

Program soft keys

You can program a Programmable line (DN)/feature soft key with a new number or feature.

External autodial

1. Tap Feature.
2. Enter *1 using the telephone dialpad.
3. Tap a memory soft key.
4. Dial the external number.
5. Tap OK to store the number.

Internal autodial

1. Tap Feature.
2. Enter *2 using the telephone dialpad.
3. Tap a memory soft key.
4. Dial the extension number.
5. Tap OK to store the number.

Features

1. Tap Feature.
2. Enter *3 using the telephone dialpad.
3. Tap a memory soft key.
4. Tap Feature and enter the feature code.
5. Tap OK to store the feature code.

Erase soft keys

1. Tap Feature.
2. Enter *1 using the telephone dialpad.
3. Tap a memory soft key.
4. Tap OK to erase the soft key.

Button Customizing Tool

You use the Button Customizing Tool to change the soft keys in the Feature Key area of the display.

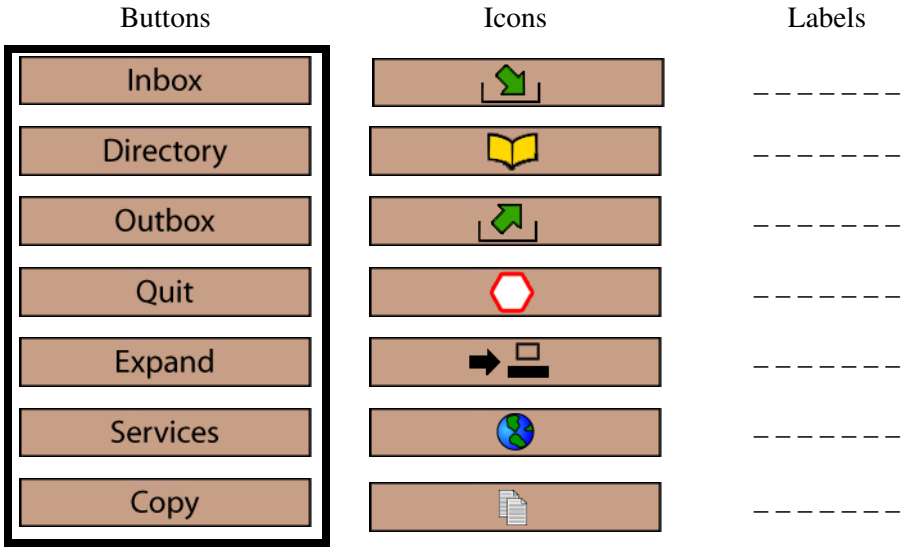
Using the Button Customizing Tool

1. Tap the Tools icon.

2 Tap the Preferences soft key.

3 Tap the Button Customizing Tool soft key.

At this point, the screen displays three columns and the Apply and Exit soft keys:



The boxes shown with a black outline are the current settings.

4 To change a soft key from displaying text to displaying the icon, tap the associated icon button. A black box appears around the icon.

Example: to change the soft key labeled Inbox on the main display to the icon, tap the Inbox icon.

5 To change a soft key to display a custom label:

a Tap twice on the corresponding field in the Label column to get the blinking cursor. A black box appears around the label.

b Enter text by typing on the USB keyboard or virtual keyboard.

c Tap somewhere on the screen to stop editing the field.

Note: The system truncates the label if it does not fit into the display area of the soft key.

6 To apply the changes, tap the Apply soft key. The system responds

Saving is in progress
and then
Saving is complete.

You now go to step 8.

7 To abandon the changes, tap the Exit soft key. The system responds Save changes? and the Yes and No soft keys display.

Choose one of the following:

a Tap the Yes soft key to save the changes.

b Tap the No soft key to abandon the changes and exit to the Preferences menu.

8 Tap the Exit soft key to return to the Preferences menu.

9 Tap the Exit soft key to return to the main display.

For more information

For more information on other telephone features, refer to the BCM Telephone Feature User Guide.